

Enhanced Community Care Skill Standards Framework

With AAC skills highlighted

		Proficiency Level			
Domain	Skills Category	1	2	3	4
Clinical Care	Client Health Status	Monitor vital signs, height, weight and BMI	X	Monitor cognition level in older adults*	X
		Monitor client's glucose level and oxygen saturation			
	Pain Management	Deliver non-pharmacological pain relieving intervention	Monitor pain relieving intervention	X	X
	Specimen Collection	Perform specimen collection	Collect blood sample*	X	X
	Wound Care	X	Perform wound care*	Assess wound progress*	X
	Urinary Catheterization	Assist with urinary catheterization	Perform routine urinary catheterization*	X	X
	Oral Suctioning & Tracheostomy Care	X	Perform oral suctioning	Assist with the delivery of tracheostomy care*	X
	Oxygen Therapy	Deliver and monitor oxygen therapy	X	Assess oxygen therapy requirements of client*	X
	Dysphagia Care	Provide dysphagia care	X	X	X
	Tube Feeding	Perform Tube Feeding for Client	X	Perform insertion and change of nasogastric tube (NGT)*	X
	Medication Administration	Serve pre-packed medication and or apply prescribed topical medication	Administer prescribed medication*	Assist to verify medication records*	X
	Subcutaneous Injection	X	Administer subcutaneous insulin injection*	X	X
	Suppository Insertion	Perform suppository insertion	X	X	X

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Personal Care	Feeding	Perform oral feeding for clients	Monitor adherence to diet plan	Assess for malnutrition	X
	Personal Hygiene	Provide personal hygiene and grooming support	X	X	X
		Provide personal hygiene care for client with behavioral concerns			
	Instrumental Activities of Daily Living	Support client for Instrumental Activities of Daily Living (IADL)	X	X	X
	Skin Care	Perform skin care for clients	X	X	X
		Prevention of pressure injuries			
	Elimination Management	Perform continence care	Provide stoma care*	X	X
		Provide perineal and catheter care			
Care of the Deceased	Perform care of the deceased	Documentation for deceased client		X	X

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Therapy	Client Transfer	Transfer client	X	X	X
	Range of Motion (ROM) Exercises	Perform Range of Motion (ROM) exercises	X	X	X
	Individualized Therapy Intervention	Perform and Monitor Individualized Therapy Exercises	X	Assist with Individualized Therapy Care Plan Development	X
	Mobility Training	Perform Wheelchair Handling	Assist in Conducting Mobility Training on Powered Mobility Devices (PMDs)	X	X
		Assist in Mobility Training for Clients			
	Training for Independent Living	Perform Basic Activities of Daily Living/ Instrumental Activities of Daily Living (BADL/IADL) Retraining	Use Prescribed Assistive Device Based on Client's Condition	Participate in Review of Prescribed Assistive Device According to Client Needs	X
	Electro-physical Agent Application	Apply electro-physical agents	X	X	X
	Environmental Safety for Falls Prevention and Functional Living	Report unsafe environmental conditions	Propose suggestions to address safety concerns	Perform fall risk assessment*	X
	Group Activity Intervention	Conduct Structured Group Activities	Encourage Participation in Structured Group Activities	Plan group activities*	X
	Community Integration	Assist with executing community integration activities	X	Plan Community Integration Activities	X
		Implement prescribed community integration activities			
	Client Assessment Support	Assist with client assessment	X	Assess and document client's condition*	X
	Facilitation of Client and Caregiver Training	X	Assist with client and Caregiver Training (CGT)	Conduct client and Caregiver Training (CGT)	X

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Psychosocial	Care of Persons with Dementia and Persons with Mental Health Issues	Process to Identify and Report Signs of Dementia and Other Mental Health Issues	Respond Appropriately when Client's Exhibit Behaviours of Concern	Manage behaviours of concern*	X
	Client Abuse	Identify signs of possible abuse	Participate in investigation of possible abuse	X	X
	Social Activities	Identify, Plan and Conduct Activities	Plan and Conduct Activities for Persons with Dementia and Persons with Mental Health Issues	X	X
			X	X	Manage the development of programmes
	Relationships & Emotional Support	Build rapport with clients and their family members	X	Provide para counselling*	X
		Support clients In distress			
	Client Empowerment	Engage Clients with Person Centered Care (PCC) Approach	Maximize client autonomy*	Advanced Care Planning *	X
	End-of-Life Care	Provide comfort care in the psychosocial aspect	Advocate for Advance Care Planning (ACP)		X
Participate in carrying out client's wishes				X	

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Care Coordination	Care Planning	Implement Individualised Care Plan (ICP)	Participate in developing individualised care plan *	X	x
		Monitor and Provide Feedback on Individualised Care Plan (ICP) Activities			
	Services Coordination	Perform registration and discharge	Provide coordinated services for clients	Advocate for clients*	x
		Assist with Escorting Clients			
Administration and Operations	Programme Implementation and Evaluation	Implement programmes and activities with external partners	X	Conduct Programme Evaluation*	x
		x	X	Implement health promotion activities for clients and the general public	x
	Infection Control	Perform Hygiene Practices and Use of Personal Protective Equipment	X	X	x
		Implement Infection prevention and control initiatives			
	Waste Disposal	Dispose general and biohazard waste	X	X	x
	Emergency Response: First Aid. CPR. AED,BCLS	Perform Basic First Aid, Cardiopulmonary Resuscitation (CPR) and Use Automated External Defibrillator (AED)	Perform Basic Cardiopulmonary Life Support (BCLS) and Use Automated External Defibrillator (AED)	X	x
	Workplace Safety (Accidents and Emergencies)	Comply with Workplace Safety and Health (WSH) procedures	Identify and mitigate workplace hazards and risks	Conduct preliminary fact findings on reported incidents*	x
		Response to Emergency and Accidents	X	X	x
	Equipment/ Machine Maintenance	Perform Basic Equipment and Machine Operations	Monitor Maintenance of Equipment and Machines	X	x
	Legal and Ethical Framework	Carry Out Work in a Legal and Ethical Manner	X	X	x
	Stock Checking and Inventory	Perform Stock Control and Housekeeping	Manage Inventory	X	x
	Workplace I.T.	Perform Basic Function of Smart Devices	Apply computer software tools*	X	x
	Finance and Budgeting	X	X	Prepare business unit's operational budgets	Manage budgeting and forecasting for annual financial and business planning within the business unit

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Inter and Intrapersonal Skills	Teamwork	Work in a team	Improve team effectiveness	Promote Equality and Diversity in the Workplace	X
		Collaborate in a Diverse Work Environment			
	Communication	Communicate and relate effectively at the workplace	Facilitate effective communication and engagement at the workplace	X	X
	Customer Service	Respond to Service Challenges	X	Implement Service Operations	X
	Coaching and Training	X	Prepare and conduct coaching*	Deliver and facilitate learning*	X
	Supervision	X	Supervise team	Solve problems and make decisions	X
				Monitor Key Performance Indicators (KPIs) of departments	Implement and monitor strategies for unit or department performance management and review outcomes for gap analysis
	Personal Development	Promote self-development	Develop personal effectiveness	Conduct self-appraisal of performance*	X
	Resilience and Self-Care	Respond calmly to stress	Apply emotional competence to manage self and others	Manage workplace challenges with resilience	X
	Conflict Management	X	Address questions, understand what drives the behaviours of others in a conflict situation and assess own behaviours to minimise conflict occurrences	X	Manage and diffuse conflicts between groups or individuals
	Change Management	X	X	X	Drive execution of change control procedures and assess change performance against key performance benchmarks
	Stakeholder Management	X	Nurture positive internal and external relations with stakeholders	X	Develop plans to build positive and trustworthy relationships with stakeholders to attain joint objectives
	Continuous Improvement Management	X	X	Implement processes to monitor the progress of improvement activities against action plans	X

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Volunteer and Community Partnerships	Volunteer Management	Work with volunteers	Partner volunteers in service delivery*	Implement volunteer recruitment strategy for the organisation	Develop the volunteer recruitment strategy for the organisation
		Provide administrative and logistical support for volunteer recruitment			
	Volunteer Development	X	X	Evaluate the effectiveness of volunteer programmes to determine if they meet their stated objectives	Develop mechanisms to evaluate the effectiveness of volunteer programmes
		X	X	Implement volunteer programmes for the organisation	Develop volunteer programmes for the organisation
		X	X	Implement strategies to engage and retain volunteers	Develop strategies to engage and retain volunteers
	Community Partnerships	X	Engage community stakeholders to develop collaborative projects	Foster collaborations with community stakeholders	Co-lead collaborative projects with community stakeholders

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